# Troubleshooting Guide - Online Application Form

**This document provides a list of trouble shooting tips for the most common problems experienced by our users when completing the online application form for main round admissions.**

## The form will not load on my computer.
Please close your browser, and try again.

## I have forgotten my password.
Click on the 'forgotten password' button on the login screen. You will be asked to enter your e-mail address and secret question. You will then receive an e-mail containing a link which you will need to copy and paste into a new internet browser window. This will allow you to create a new password.

If you have forgotten the answer to your secret question, unfortunately you will need to re-register using a different e-mail address. The Admissions Team is unable to access or re-set your password or secret question details.

## I have not received an email to say that I have registered.
Please check your 'spam' folder.

## I am unsure if my application has been submitted.
The admissions online homepage shows the status of your application. You can submit your application by clicking on the '*Submit application now'* button. You are advised to check that your application is complete before you submit it. You can check the details of your application by clicking on the '*show me my application*' button. When you have submitted your application, you will receive an email confirming your preferences.

**If this guide has not resolved your issue with the online application form, please call the Admissions Team on 0300 555 1377.**